Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Labor Commission	7 0	63 19	70 19
Customer Company Total	7 0	63 19	70 19

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Labor Commission	7 1	63 8	70 9
Customer Company Total	7 1	63 8	70 9

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	**Low**	**ATTIR Total**
Labor Commission	7 0.41	63 0.38	70 0.38
Customer Company Total	7 0.41	63 0.38	70 0.38

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Labor Commission	7 0	63 0	70 0
Customer Company Total	7 0	63 0	70 0

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
Labor Commission	7 0.97	63 1.01	70 1.00
Customer Company Total	7 0.97	63 1.01	70 1.00

Labor Commission

Detail

INC000000268979	David Lamb	Network	Performance	None		TIR Missed: No	TIR:	0.00
Network Operations	Brant Davis	Labor Commission		Low	Closed	TTR Missed: No	TTR:	
INC000000268979	David Lamb	Network	Performance	None		TIR Missed: No	TIR:	0.33
Network Operations	Brant Davis	Labor Commission		Low	Closed	TTR Missed: No	TTR:	
INC000000285997	Bobie Tupou	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	1.58
INC000000289208	Lorrie Lima	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	0.92
INC000000289402	Alicia Zavala-Lopez	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	TTR:	0.90
INC000000289883	Dave Bloomfield	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	2.82
INC000000290516	David Lamb	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290783	Juan Gutierrez	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	0.91
INC000000290783	Juan Gutierrez	Application	Error	None		TIR Missed: No	TIR:	0.91
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	0.91
INC000000290788	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	TIR:	0.96
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	0.96
INC000000290788	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	0.96
INC000000290798	Amy Hallissey	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	1.02
INC000000290798	Amy Hallissey	Application	Password	None		TIR Missed: Yes	TIR:	1.02
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	1.02
INC000000290815	Gina Spjut	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Labor Commission		High	Closed	TTR Missed: No	TTR:	
INC000000291136	Bobbi Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.01
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	0.34
INC000000291294	Loretta Woodmansee	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR:	0.77

Labor Commission

INC000000291632	Tonya Gallegos	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.44
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.27
INC000000291736	Terri DeVries	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000292343	Dave Bloomfield	Application	Error	Industrial Accident			TIR Missed: No	TIR:	0.87
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.87
INC000000292439	Deedee Brunatti	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.56
INC000000292724	Josef Sharp	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000292746	Tonya Gallegos	Network	Error	None			TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Liz Evans	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.11
INC000000292895	Lois Gutierrez	Application	None	None			TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.70
INC000000293225	Tonya Gallegos	Application	Reporting	Novell Messenger			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000293320	David Lamb	Application	Reporting	None			TIR Missed: Yes	TIR:	1.15
	Metro A Desktop Support	Mike Beynon	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.15
INC000000293366	Veronica Gomez-Quintero	Application	Password	Remedy Service Request Mana			TIR Missed: No	TIR:	0.07
	Help Desk	Vicky Marrelli	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.25
INC000000294075	Tonya Gallegos	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.12
INC000000294767	Erin Latta	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000294856	Joy Lawrence	Print/Copy/Scan/Fax	Incident	None			TIR Missed: Yes	TIR:	1.05
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.05
INC000000295076	Tonya Gallegos	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.08
INC000000295302	Alan L Hennebold	Application	None	Novell GroupWise			TIR Missed: Yes	TIR:	1.60
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed: No	TTR:	3.12
INC000000295379	Alan L Hennebold	PC/Laptop	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed: No	TTR:	2.91
INC000000295472	Lois Gutierrez	Application	Error	ZENworks for Desktops			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low		Closed	TTR Missed: No	TTR:	5.15

Labor Commission

INC000000295509	Aurora Holley	Network	None	None		TIR Missed:	Yes	TIR:	1.73
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	1.73
INC000000296424	Pete Groesbeck	PC/Laptop	Error	None		TIR Missed:	Yes	TIR:	1.20
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	1.20
INC000000296659	Dennis Crenshaw	Application	None	None		TIR Missed:	No	TIR:	0.87
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	0.87
INC000000296666	Loretta Woodmansee	Application	Password	None		TIR Missed:	No	TIR:	0.82
Metro A Desktop Support	Mike Beynon	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	2.12
INC000000296700	Micheal Pedersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000296913	Dave Bloomfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	2.42
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	2.42
INC000000296955	Bobie Tupou	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.59
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed:	No	TTR:	1.79
INC000000297083	Erin Latta	Application	Reporting	None		TIR Missed:	No	TIR:	0.33
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	2.09
INC000000297601	Bobbi Smith	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.66
INC000000297656	Erin Latta	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	3.99
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	3.99
INC000000297906	Richard LaJeunesse	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.29
Metro A Desktop Support	Mike Beynon	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.29
INC000000298535	Kerry Chlarson	Application	None	None		TIR Missed:	No	TIR:	0.24
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.57
INC000000298537	Kerry Chlarson	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.08
INC000000298948	Amy Hallissey	Telecom	Call Management	Telephone		TIR Missed:	No	TIR:	0.20
Voice Operations	Julie Sabato	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.71
INC000000299229	Rosalee Oakeson	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000299232	Bobie Tupou	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000299482	Tonya Gallegos	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed:	No	TTR:	0.11

| **Labor Commission** | | | | | | | | |

INC000000299548	Tonya Gallegos	Network	Incident	None		TIR Missed: No	TIR:	0.37
Metro A Desktop Support	Mike Beynon	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	1.26
INC000000299556	Josef Sharp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299776	Loretta Woodmansee	Application	Reporting	None		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000300047	Nancy Boling	Application	None	Controlled Substance Database		TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000300421	Clark T Clements	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.51
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.11
INC000000300706	Lois Gutierrez	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000300903	Pete Hackford	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.88
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	3.95
INC000000300910	Bobie Tupou	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	1.81
INC000000300912	Nancy Boling	Application	Reporting	None		TIR Missed: No	TIR:	0.23
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.27
INC000000300919	Tonya Gallegos	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000301001	Brian Stewart	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.72
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.72
INC000000302064	Nicole Nguyen	Application	Password	None		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.75
INC000000302445	Alan L Hennebold	Application	None	BlackBerry Configuration		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000302822	Tonya Gallegos	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000302843	Tonya Gallegos	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.44
INC000000303525	Dave Bloomfield	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.20
Help Desk	James Stearns	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000304275	Kerry Chlarson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.84
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.84

Labor Commission

INC000000304480	Lisa Robinson	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.23
	Help Desk	Dawn Wayment	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000304753	Donald Walker	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.14
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000305417	Bobbi Smith	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00